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## 215.85

### New Participant Education

#### Overview

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<b>Purpose</b>	At the initial certification appointment, each applicant or parent/guardian must be provided with information on how to obtain benefits using the eWIC card.
<b>Policy</b>	<p>The local agency shall provide applicants with the following information:</p> <ul style="list-style-type: none"><li>• WIC approved foods,</li><li>• Use and care of the eWIC card,</li><li>• PIN selection process,</li><li>• eWIC customer service call center (1-844-234-4948),</li><li>• eWIC web portal <a href="http://www.ebtEDGE.com">www.ebtEDGE.com</a>,</li><li>• How to read an eWIC receipt,</li><li>• How to determine the food account balance,</li><li>• How to use the eWIC card at the store,</li><li>• Keeping the eWIC card and PIN secure,</li><li>• Replacing a lost card,</li><li>• Shopping list,</li><li>• WIC approved stores and mixed basket vs. swipe first stores,</li><li>• Cut-off date and time for using benefits each month,</li><li>• The WIC Shopper app, and</li><li>• The UPC approval process.</li></ul>
<b>Resources for participant</b>	<ul style="list-style-type: none"><li>• Approved product list (food flyer)</li><li>• Using your Iowa eWIC card</li><li>• How to Use the WIC Shopper App</li><li>• WIC Needs Your Help (UPC approval)</li></ul>
<b>Flipchart</b>	The flipchart should also be used to supplement the brochures and education topics required. A staff member must review the flipchart with the participant and the participant should not be given the flipchart to review alone.
<b>Follow-up</b>	At the next scheduled appointment WIC staff should discuss with the participant or parent/guardian if there were any problems using the food benefits and assist them in resolving issues.

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